

# Crumplehorn Cottages

## Booking Form

**A SIGNED BOOKING FORM MUST BE RETURNED WITH EVERY BOOKING**

Please complete this form and return to: **Crumplehorn Cottages, St Ronans, Portuan Rd, Hannafore, West Looe, Cornwall, PL13 2DW**

A deposit of one third of the full rental is payable on booking. The remainder being due 4 weeks prior to occupation.

**Full Rental:**

£

**Extras:**

**Breakages and cleaning deposit of £50 (returnable by post)**

✓

£ 50.00

**Bed linen available for an additional charge of £5 per Bed**

Please put in number required

£

**One small / medium dog by arrangement only (£25)**

Please tick if required

£

**Total**

£

**Cheque Payments:** (cheque made payable to Murray Collings.) **Card Payments:** Taken by phone.

I enclose a cheque for £\_\_\_\_\_ being one third of full rental due.

Name of Property: \_\_\_\_\_

Date From: \_\_\_\_\_ To: \_\_\_\_\_

Surname: \_\_\_\_\_ Initials: \_\_\_\_\_ Mr/Mrs/Miss/Other: \_\_\_\_\_

Address \_\_\_\_\_

Post Code: \_\_\_\_\_

Telephone Numbers - Home: \_\_\_\_\_

Mobile: \_\_\_\_\_ e-mail: \_\_\_\_\_

No. of adults in party: \_\_\_\_\_ No. of Children: \_\_\_\_\_ Children's Ages: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*I declare that I am over 18 years of age, and agree that this booking is made in accordance with the Booking Conditions. I agree to be Held responsible for the balance of the total rental and charges thereon payable in accordance with the Booking Conditions.*

### **Booking Terms and Conditions**

[www.crumplehorncottages.co.uk](http://www.crumplehorncottages.co.uk)

01503 265143

## **AUTHORITY TO SIGN**

The person who signs and completes the booking form certifies that he or she is authorised to agree the booking conditions on behalf of all persons included on the booking form, including those substituted or added at a later date. The signatory must be a member of the party intending to occupy the property, and be over the age of 18 years.

## **RESPONSIBILITY**

At no time during the period of rental may any parents or guardians leave children or teenagers on their own at any property, during the day or overnight. The signatory of the booking request does so on behalf of all persons who will occupy the property during the period stated. All members of the party must be aware of, and accept the booking conditions. Any breach will result in immediate termination of the booking, without refund.

## **NUMBERS**

Our website and brochure clearly state the maximum number of guests permitted at each property – Number of guests must be stated on the booking form, no increase in numbers unless notified and confirmed by the owner, after confirmation of booking. Exceeding this number constitutes breach of contract. Tents are not permitted to be erected in the gardens or grounds of any of the cottages.

## **NURSERY EQUIPMENT HIRE**

We are happy to provide Travel Cots and Highchairs free of charge for your use in all cottages, except Crumplehorn Cottage No1. Please advise when booking, if you would like to make use of this service, as numbers are limited.

## **PETS**

Our website and brochure clearly state which cottages accept a pet by prior arrangement, and the payment of an accompanying pet fee. (£25.00 per dog, per week) Crumplehorn Cottages will accept one small to medium, well behaved dog at each of these properties on condition that –

1. No animals are left unattended at the property at any time. 2. Pets are kept with strict control within the property, and **not allowed to climb upon any of the beds or furniture**. 3. All garden areas are checked and cleaned by a member of your party prior to your departure, and any dog waste disposed of in a hygienic manner.

## **CLEANING**

Tenants are required to leave the property in a clean and tidy condition. All dishes should be washed and put away, and refuse/recycling placed out in the main bin outside of the property. If a property is not left in a clean and tidy state, any additional cleaning costs will be billed to the outgoing tenant.

## **FIRE FIGHTING EQUIPMENT**

It is the responsibility of guests not to hang anything on our fire fighting equipment, and to keep children from tampering with it. The cleaning team inspect each item upon your departure, and any damage will be charged to the outgoing tenant.

## **ARRIVAL/DEPARTURE TIMES**

Properties are available from 3pm on your day of arrival, and must be vacated by 9.30am on your day of departure.

## **DEPOSITS**

Bookings will only be accepted upon the receipt of a pre-payment of one third of the full rental amount, which is not refundable - and a completed Booking Form. Provisional bookings will be held for 48 hours, pending receipt of the pre-payment of one third, or full payment of rental. After this bookings will automatically be cancelled, without referring to the customer.

## **FINAL PAYMENTS**

Final payment of any outstanding holiday balance is due **4 weeks prior to arrival**. Non payment by the due date will be treated as a cancellation, and the property may be re-let without reference to the tenants. And tenants will remain liable for payment of the full amount. (Although credit will be given for any rents received as a result of re-letting, less our office administration charges). Please note that - We DO NOT send reminders, the due balance date will be clearly stated on the confirmation of booking letter.

## **METHOD OF PAYMENT**

Payment may be made by cheque, bank transfer and debit card – Free of charge, Or by credit card with a 2% handling fee. In addition any payments from overseas may be paid by international bank transfer, provided that the payment also includes any bank charges.

## **CUSTOMERS OBLIGATIONS**

The customer agrees – to pay for all gas, electricity, fuel and telephone charges incurred during the tenancy, where these services are not included in the rental. To pay for all breakages, losses or damage to the property and contents, however caused - reasonable wear and tear excluded. Any breakages should be reported as soon as possible.

The proprietors reserve the right to reasonably enter the property during your stay.

Guests are not to cause an annoyance or become a nuisance to occupants of adjoining premises.

Guests must ensure that their possessions are adequately insured for their stay.

## **ADMINISTRATION CHARGES**

Amendments or alterations to the holiday booking at your request, or re-issue of the confirmation of booking letter, due to loss of the original will be subject to a £25.00 administration fee. Due to high levels of property being left behind in the cottages, there is now a fee of £10.00 (Minimum) for postage and handling in the return of belongings that are left behind.

## **CANCELLATION AND INSURANCE OF HOLIDAY**

It is the customers' responsibility to take out relevant holiday insurance to cover any events arising which could cause cancellation of their holiday. Under no circumstances will refunds be given unless the property can be re-let. The client remains responsible for the entire cost for the period of the holiday, plus the cost of any additional advertising which may be necessary. Details of a cancellation insurance scheme will be sent to you, along with your confirmation of booking letter, if you wish to take up this option.